Seagate Personal Cloud User Manual

Model SRN21C

Seagate Personal Cloud User Manual

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Table of Contents

Seagate Personal Cloud User Manual **1**

Table of Contents **3**

Welcome to Your Personal Cloud **5**

System Requirements *6*

What's in the Box? 7

Hardware Requirements 7

Software Requirements 7

Internet Requirements 7

Connect Your Personal Cloud *8*

Owner Setup **9**

Set Up Your Owner Account 9

Adding and Managing Users **11**

Open the Users page *11*

Add users *11*

Manage remote access for an existing user *12*

Edit a user *12*

Delete a user *12*

Public and Private Folders **14**

What's the difference? *14*

Which folder to use *15*

Public folder 15

Private folder 15

Media Library **16**

Create and maintain your media library *16*

Stream media content *16*

Stream media at home 17

Stream media away from home *18*

Back up **22**

Back up your computer and mobile devices *22*

Sync with Your Cloud Service **25**

Downloading Large Files **26**

Open the Download Manager *26*

Download large files 26

Manage download settings 26

Passwords **27**

How are Personal Cloud passwords used? *27*

Change your private folder password *27*

If you are the Personal Cloud owner 27

If you are a user 27

Owner Administration **28**

Open the Device Manager *28*

LED Behavior *28*

Personalize your Personal Cloud *28*

Reset your Personal Cloud *28*

Changing Device Services *29*

Start and stop a service *29*

Re-index a media service *29*

Control remote access for all users *29*

Conserve power usage *30*

Connect your device to an uninterruptible power source *30*

Notifications *31*

Storage usage *31*

Network Settings *31*

Change the IP configuration 31

Configure a proxy server 32

Configure port forwarding 32

Appendix A: Compliance and Safety **34**

Regulatory Compliance *34*

FCC DECLARATION OF CONFORMANCE 34

FCC Class A Information 34

FCC Caution 34

IMPORTANT NOTE: FCC Radiation Exposure Statement 35

Industry Canada 35

IMPORTANT NOTE for mobile device use 35

NOTE IMPORTANTE pour l'utilisation de dispositifs mobiles 35

Europe - EU Declaration of Conformity 36

Safety Guidelines 38

Power Source 38

Safety Handling 38

Safety 39

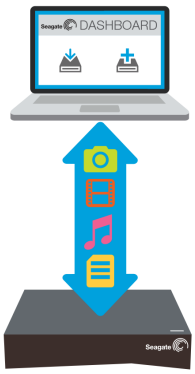
Environment 39

Welcome to Your Personal Cloud

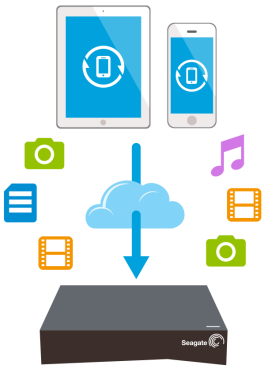
Thank you for purchasing the Seagate Personal Cloud. You and everyone in your household can create a centralized media library and safeguard your important files in one location.

With Seagate's free apps, your content is safe and available to you no matter where you are.

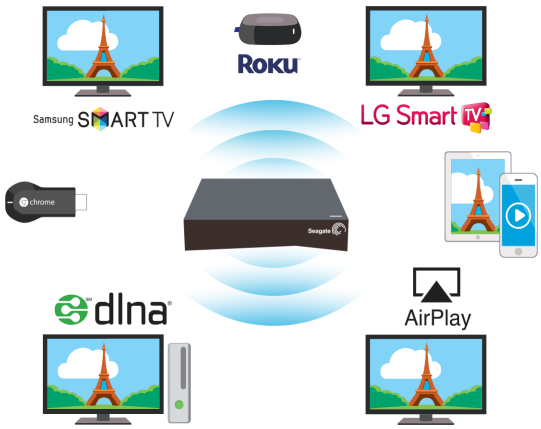
Seagate Dashboard—Create backup plans to effortlessly and automatically back up content from your PC.



Seagate Dashboard—Create and maintain your media library on your PC or Mac with the Smart Copy feature.

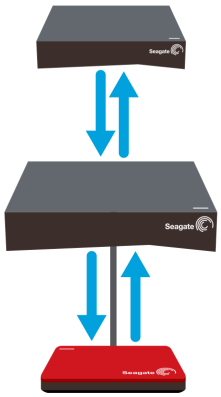


Seagate Mobile Backup—Back up your mobile devices to your Personal Cloud.



Seagate Media—Stream your media library to your mobile devices, Smart TVs, and other media devices.

Backup Manager—Back up to the cloud and sync with cloud services.



Backup Manager—Back up your backups to USB attached storage or another network attached storage device.

System Requirements

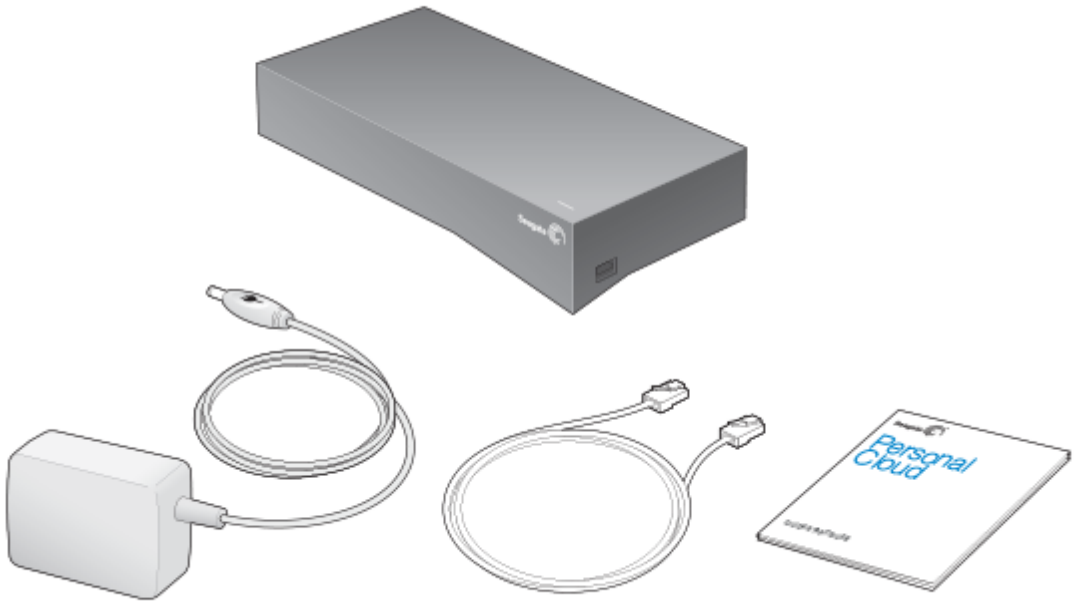
Before you begin setting up your Personal Cloud, read through these instructions and specifications and review the safety guidelines.

{Link “safety guidelines” to the Safety Guidelines section.}

What’s in the Box?

Make sure that you have these items. If not, contact Seagate Customer Support.

{http://www.seagate.com/www/personalcloud-support/}



Hardware Requirements

Your router must have one 10/100/1000 Ethernet port.

Software Requirements

- Windows® 10, 8.1, Windows 7, and Windows Vista®
- Mac OS® X v10.7 or later

Internet Requirements

- Internet connection for activation and online file access and sharing

One of these web browsers:

- Internet Explorer® 9.x or later
- Firefox® 5.x or later
- Chrome 11.x or later
- Safari® 5 or later

Connect Your Personal Cloud

1. Using the supplied Ethernet cable, connect your Personal Cloud to your Wi-Fi router.
2. Attach the power adapter to the Personal Cloud power port, and plug the adapter into a power outlet.

While powering up, the LED on the top of the device quickly flashes white. When the LED is a solid white, the device is connected to the Internet and ready to use. For more information about the LED behavior, see LED Behavior.

{Link “LED Behavior” to LED Behavior}

Owner Setup

When you set up your Personal Cloud, you also create the owner account. The owner adds users, manages the devices services, such as iTunes, and manages device settings, such as power management.

If you followed the quick start guide and were successful setting up your device and adding your owner account, you can start adding users.

{Link “adding users” to Adding and Managing Users}

Set Up Your Owner Account

1. Access your Personal Cloud.
   - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
   - Mac—In Finder under **Shared**, click **PersonalCloud**.

Note: If your computer does not detect your Personal Cloud , see the Troubleshooting section for guidance. {Link “Troubleshooting” to Troubleshooting}

2. Double-click the **Public** folder on the right side, and then double-click **Personal Cloud**.

   The Welcome screen opens in your web browser.

Note: You can also access your Personal Cloud through the Seagate Dashboard desktop icon. Learn more about the Seagate Dashboard. {Link Seagate Dashboard to http://www.seagate.com/services-software/apps/seagate-dashboard-software/}

3. Enter your email address and create a password.

   If you have registered with Seagate before, you can use the same email address and password.

   Your Personal Cloud creates your:

   - Username, which allows you to access your private folder, manage users, and manage device settings
   - Private folder where you can store personal content
   - Seagate Access account, which allows you to access your Personal Cloud remotely and enable remote access for other users

   A message is sent to your email account with the confirmation code needed to activate your Seagate Access account.

Note: Check your spam folder if you don’t find an email in your Inbox.

4. Enter the confirmation code and complete your owner information.

   You also need to confirm your Seagate Access account before you can give other users remote access.

5. Click **Finish**.

   The Personal Cloud Welcome tour opens. Take a moment to complete the tour to learn about Personal Cloud features.

   The Personal Cloud management page opens.

Device Manager
Manage users and manage your device
Download Manager
Download files from the Internet and upload files from your device
Backup Manager
Manage your backups from your computer, cloud service, and device
App Manager
Add new features to your device
Seagate Media
Connect to the Seagate Media support page and download the app so you can stream content
ElephantDrive
Access the ElephantDrive cloud service so that you can sync on all your devices

6. You are now ready to:

   - Add user accounts. {link entire line to Users}
   - Begin building your media library {link entire line to Media Library}
   - Protect your important documents {link entire line to Backup}
   - Manage your Personal Cloud {link entire line to Owner Administration}

Adding and Managing Users

The Personal Cloud owner can add and manage users.

Open the Users page

1. Access your Personal Cloud.
   - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
   - Mac—In Finder under **Shared**, click **PersonalCloud**.
2. Double-click the **Public** folder on the right side, and then click **My Personal Cloud**.
3. Sign in with your username and password.
4. Click **Device Manager** and then click **Users**.

Add users

As the owner, you can invite people at home and outside of your home network to use your Personal Cloud.

1. Open the Users page.
   {Link entire line to Open the Users page}

   Note: If you want to enable remote access and you haven't confirmed your Seagate Access account, do so now by clicking **Confirm Email**.

2. Click **Add user**.

   You can add two types of users:

   - **Local**—A user who has access to your home network and can also have remote access to your Personal Cloud when away from home. A local user has a password-protected private folder that can be accessed at home and away from home.
   - **Remote**—A user outside of your home network who can remotely access your Personal Cloud. A remote user does not have a private folder.

3. Complete the New User form.

   An email with instructions is sent to the new user. Users should check their Spam folder if they have not received their email invitation.

Manage remote access for an existing user

The owner can manage remote access on a user-by-user basis. Remote access allows users to access content while away from home.

You can also control remote access for all users.

{Link “control remote access for all users” to Control remote access for all users}

To manage remote access for a specific, existing user:

1. Open the Users page. {link entire line to Open the Users page}

   Note: If you want to enable remote access and you haven’t confirmed your Seagate Access account, do so now by clicking **Confirm Email**.

2. Click the dot under Seagate Access to the left of the username.

   Seagate Access is on

   The owner has invited a user to create a Seagate Access, but the process is not complete.

   Seagate Access is off

   A yellow dot indicates a pending status. You have invited the user to create a Seagate Access account and the Personal Cloud is waiting for the user to complete the process.

Edit a user

Only the Personal Cloud owner can change a user’s username and email address. Both the owner and user can change the user’s private folder password, as described in Passwords. (link “Passwords” to Passwords)

1. Open the Users page. (link entire line to Open the Users page)
2. Click the item you want to change.
   - Username—Changing the username also changes the user’s private folder name.
   - Password—Changes only the user’s private folder password. The Seagate Access password used to remotely access your Personal Cloud does not change.
   - Email address—The email address is the user’s Seagate Access ID, which is used to remotely access your Personal Cloud.

Delete a user

The Personal Cloud owner can delete all user accounts. Deleting a user account also deletes the user’s private folder and its contents.

If the user has created backup plans through the Backup Manager, the backups are also deleted. For more information, see Backups. (link “Backups” to Backups)

1. Open the Users page. (link entire line to Open the Users page)
2. Place the cursor to the right of the Seagate Access column in the user’s row, and click the **X**.

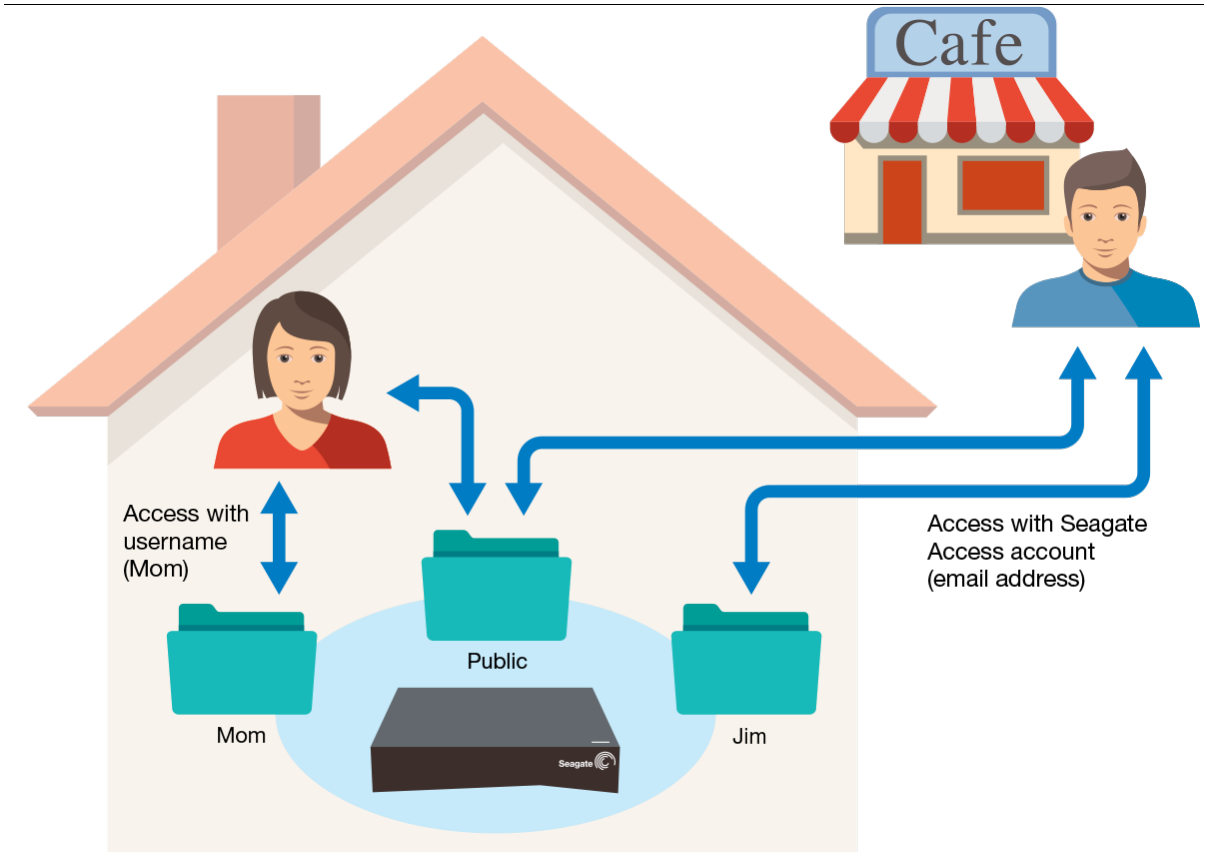
Public and Private Folders

Your Personal Cloud has a Public folder that anyone can use and a private folder where each local user can store personal content that others cannot see.

What's the difference?

Everyone on your home network can access the Public folder. Anyone who has been given a Seagate Access account to the storage device can also access the Public folder. Use the Public folder for files you want to share and for your centralized media library.

A private folder is created for each local user account and is password protected. Use your private folder to back up content that you don't want to share with others.



Which folder to use

Public folder

Create your media library in the Public folder and copy any data that you want to share to the Public folder so that you and others can access it. See Media Library. (link “Media Library” to Media Library)

Private folder

Back up your content to safeguard against computer malfunctions. Content backed up to the Public folder can be viewed by anyone who has access. No one but you can view content backed up to your private folder. You can back up your computer and mobile devices using Seagate Dashboard software and Seagate Mobile Backup apps. You can also back up your backups by creating backup and sync plans in the Personal Cloud with Backup Manager

For information on Seagate Dashboard and Mobile Backup apps, visit the Seagate Dashboard page. (link “Seagate Dashboard” to http://www.seagate.com/services-software/apps/seagate-dashboard-software/

For information on backing up your backups, see Backing Up and Syncing Content.(link “Backing Up and Syncing Content” to Backing Up and Syncing Content)

Media Library

You can use your Seagate Personal Cloud to centralize your media. Everyone with access can copy their media to the library and stream content in the library on devices throughout your home and away from home.

Create and maintain your media library

Music, movies, and photos—you and other household members probably each have media files on multiple devices. You can consolidate your media in one place on your Personal Cloud for sharing and easy maintenance.

Copy your media library to the Public folder on your Personal Cloud. You can easily stream the content on your other devices using the Seagate Media app, which only accesses the Public folder.

Before you copy your media to your Personal Cloud from your computer, Seagate recommends that you connect your computer directly to your router instead of using a Wi-Fi connection. Wi-Fi speeds are not ideal for copying large quantities of files.

To copy content from your	You need to
Computer	Install Seagate Dashboard on your computer, and create a Smart Copy plan that continuously updates your media library on your Personal Cloud. link “Install Seagate Dashboard” to http://www.seagate.com/services-software/apps/seagate-dashboard-software/.
Mobile device	Install Seagate Media on your mobile device from your app store, and set up Auto Up Upload. Auto Upload is located in the Settings menu of the Seagate Media app. It backups up photos and videos only over Wi-Fi.
External device	Plug the device in to the USB port on your Personal Cloud, and drag and drop content from your external device.

Stream media content

You can stream your centralized media library from the Public folder on your Personal Cloud throughout your home on a variety of devices and remotely on your mobile devices.

Stream media at home

To stream content to your	You need to
Apple TV	The DLNA service is turned on by default on your Personal Cloud. 1. Ensure that the DLNA service is turned on through **Device Manager** > **Services.** 2. Install the Seagate Media app on your mobile device. 3. Connect your mobile device to your Personal Cloud. (Your mobile device and Personal Cloud must be on the same home network.) 4. Launch the Seagate Media app. 5. Use the Apple TV remote to select the local network from the list or to enter local network's name if the network is hidden. (Your Apple TV must be on the same home network as your Personal Cloud and mobile device.) 6. Enter your password if requested. The Apple TV connects to the router. 7. Enable Airplay. Swipe up from the bottom of your mobile device to access **Control Center**. Select your Apple TV. **Tip**: Make sure Mirroring is off for Videos and Music. 8. Select a movie or song in the Seagate Media app and click **Play**. The Airplay icon appears on the far right, beside the "Forward" button. The movie or song plays on the TV connected to your Airplay device.
Chromecast	1. Configure Chromecast on your TV and Wi-Fi per the manufacturer's instructions. 2. Install Seagate Media on your mobile device. 3. Tap the cast icon and choose video, photo, or music to start casting.
DLNA Certified device	The DLNA service is turned on by default on your Personal Cloud. 1. Connect your DLNA Certified device and your Personal Cloud to the same Wi-Fi network. 2. Consult your DLNA Certified device's instructions. 3. Generally, DLNA provides a menu showing available devices. Select your Personal Cloud. Your DLNA Certified device loads the content it is able to play from your Personal Cloud.
iTunes	Turn on the iTunes service. 1. In the Device Manager, click Services. 2. Place your mouse over the iTunes service. Click the **Edit** menu that appears, and then click **Start**. 3. Start iTunes on your computer. 4. Open Preferences. (On a Mac keyboard, press command+comma. In iTunes on your PC, select **Preferences** from the Edit menu).

	5. Click the **General** tab and ensure that Shared Libraries is checked. 6. Open the menu sidebar (**View > Show Sidebar**) 7. Under Shared, select **PersonalCloud** To learn how to copy your iTunes library to your Personal Cloud, visit the Seagate Personal Cloud support page. {link “Seagate Personal Cloud support page” to http://www.seagate.com/www/personalcloud-support/}
LG TV	1. Turn on your LG TV. 2. Connect your LG TV and your Personal Cloud to the same Wi-Fi network. 3. Install the Seagate Media app on your mobile device. 4. Connect your mobile device to your Personal Cloud. 5. Tap the cast icon and choose video, photo, or music to start casting.
Roku	There are two ways to enjoy content on Roku. 1. Install Roku Media Channel from the Roku app store and connect to your Personal Cloud through the app. 2. Install the Seagate Media app on your mobile device. Connect your Roku device and Personal Cloud to the same Wi-Fi network. Tap the cast icon and choose video, photo, or music to start casting.
Samsung Smart TV	Install Seagate Media from the Samsung app store and connect to your Personal Cloud through the app.

Stream media away from home

To remotely stream content to your	You need to

iOS or Android media device	Install the Seagate media app. Seagate recommends that you install the Seagate Media app on your mobile device for optimal access and viewing of your media. The Seagate Media app contains a remote access module that allows you to sign in to your Seagate Access account and access your Personal Cloud media library. **Note:** You must create your Seagate Access account on your Personal Cloud before you can sign in through the Seagate Media app.

Mac and PC computer	Install Sdrive, an application that you use to access content on your Personal Cloud. 1. Go to the Sdrive home page and install the Sdrive client on your computer. {Link “Sdrive home page” to http://nassupport.seagate.com/CSO_sdrive_Homepage } 2. Open Sdrive. 3. Create a new account. Sdrive sends an email confirming the account. 4. Launch the Sdrive application and sign in. 5. Open the Sdrive application: • Windows: Right-click the Sdrive icon in the system tray. • Mac: Left-click the Sdrive icon in the menu bar. 3. Select your Personal Cloud and select **Add to Sdrive**. 4. Enter your Personal Cloud username and password.

Back up

Seagate provides several ways to protect your content. You can back up your computer, your mobile devices, your DSR camera, and your Personal Cloud.

Back up your computer and mobile devices

To back up content from your	You need to
PC	Install Seagate Dashboard on your computer, and create a backup plan. link “Install Seagate Dashboard” to http://www.seagate.com/services-software/apps/seagate-dashboard-software/.
Mac	Set up a Time Machine plan. 1. Open System Preferences and select **Time Machine**. 2. Select **Select Backup Disk**. 3. Select your Personal Cloud: **PersonalCloud TM BACKUP** from the list of backup options. 4. Once the drive is selected, click **Use Disk**. 5. If prompted, enter your Personal Cloud username and password. 6. Complete your backup preferences.
Mobile device	1. Install Seagate Dashboard on your PC or Mac, and sign in to the Mobile Backup section in Dashboard. link “Install Seagate Dashboard” to http://www.seagate.com/services-software/apps/seagate-dashboard-software/. 2. Install the Seagate Mobile Backup app on your mobile device from your app store and create a backup plan as instructed in the app’s help.
Mobile or DSR camera	Install Seagate Media on your mobile device from your app store, and set up Auto Upload. Auto Upload is located in the Settings menu of the Seagate Media app. It backs up photos and videos only over Wi-Fi.
Personal Cloud	Use the Personal Cloud Backup Manager. Link to Backing Up Your Personal Cloud

Back up your Personal Cloud

You can protect the content on your Personal Cloud by backing it up to another storage option.

Back up to an external drive (link entire line to Back up to an external drive)

Back up to another Personal Cloud (link entire line to Back up another Personal Cloud)

Back up to your cloud service (link entire line to Back up to your cloud service)

Open the Backup Manager

1. Access your Personal Cloud.
   - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
   - Mac—In Finder under **Shared**, click **PersonalCloud**.
2. Double-click the **Public** folder on the right side, and then double-click **My Personal Cloud**.
3. Sign in with your username and password.
4. Click **Backup Manager**.

Back up to an external drive

If you are backing up to an externally attached drive, attach the drive to a USB port on your Personal Cloud. There are two USB ports available: USB2 and USB3. The USB3 port is on the right-hand side of your Personal Cloud; the USB2 port is on the back

1. Open the Backup Manager. Link “Open the Backup Manager” to Open the Backup Manager.
2. Click **Personal Cloud**, and then click **Add backup**.
3. Select **Local Backup**, and then click **Next**.
4. Select the folder of the content you want to back up.
5. Select the destination folder, or in the External ports section, select the externally attached drive.
6. (Optional) Create a new folder to organize your backups.
7. Choose a backup mode, manual, scheduled, or automatic.

Back up to another Personal Cloud

You can back up your Personal Cloud to another Personal Cloud or a Personal Cloud.

1. Open the Backup Manager. Link “Open the Backup Manager” to Open the Backup Manager.
2. Click **Personal Cloud**, and then click **Add backup**.
3. Select **Network Backup**, and then click **Next**.
4. Select the folder of the data that you want to back up.
5. Select NAS OS device as your destination, and then click **Next**.
6. Select a device from the list and complete your backup job.

Back up to your cloud service

To back up content to a cloud service, you must have an account on the service and an existing destination folder that you can use for your backup.

1. Open the Backup Manager. Link “Open the Backup Manager” to Open the Backup Manager.
2. Click **Personal Cloud**, and then click **Add backup**.
3. Select **Network Backup**, and then click **Next**.
4. Select your cloud service as your destination, and then click **Next**.
5. Sign in to the cloud service and type the name of the destination folder.
6. In Advanced parameters, securely transferring data is the default. You can change this selection.
7. (Optional) Select to never delete files on the destination folder when they are deleted from the source.
8. Select a backup mode: manual or scheduled.
9. Create a name for your backup job.

Sync with Your Cloud Service

You can protect the content on your Personal Cloud by synchronizing it with your cloud service. Syncing also lets you access your content from anywhere. This two-way sync guarantees that the Personal Cloud content that you choose to save to the cloud service stays up to date when you make changes in the cloud service or on your Personal Cloud.

Personal Cloud sync supports Google Drive and Dropbox. You must have an account on the cloud service and an existing destination folder to use for your sync.

1. Open the Backup Manager. Link entire line to Open the Backup Manager.
2. Click **Sync**, and then click **Add sync**.
3. Select a cloud service.
4. Accept the conditions presented from the cloud service.

   Your account information displays next to Account.
5. Click **Next**.
6. Select the folder you want to sync, and then click **Next**.
7. Set a schedule.
8. Click **Finish**.

Downloading Large Files

You can use your Personal Cloud as an efficient way to download large PDF, torrent, or binary files from your computer or the Internet.

Open the Download Manager

1. Access your Personal Cloud.
    - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
    - Mac—In Finder under **Shared**, click **PersonalCloud**.
2. Double-click the **Public** folder on the right side, and then double-click **PersonalCloud**.
3. Sign in with your username and password.
4. Click **Download Manager**.

Download large files

You can download torrent files from your computer to your Personal Cloud and download PDF, binary, and torrent files from the Internet.

1. Open the Download Manager. Link entire line to Open the Download Manager.
2. Click **Jobs**.
3. If the service is off, click the slider on the right to turn the service on.
4. Click **Add download**.
5. Enter the source.
    - If the file is on the Internet, select **URL** and enter the URL address.
    - If the file is on your computer and it is a torrent file, select **Local** and browse for the file.
6. Enter the destination folder on your Personal Cloud.
7. Click **Save**.

Manage download settings

You can change the number of downloads that you can request at the same time and change the download and upload rates.

Open the Download Manager and click **Settings**. Link “Open the Download Manager” to Open the Download Manager

Passwords

Passwords are often required to access a Seagate device, application, or web page.

How are Personal Cloud passwords used?

Passwords are used to:

- Access your private folder on your Personal Cloud
- Remotely access your Personal Cloud with a Seagate Access account or by installing the Sdrive client or app on your computer or mobile device.
- Back up your mobile content to your Personal Cloud.

Important: These passwords are independent of each other. If you change one password, the other passwords do not change.

Change your private folder password

You use your private folder password to access your private folder on your Personal Cloud. When you change your private folder password, your Seagate Access password—used to remotely access your Personal Cloud—does not change.

If you are the Personal Cloud owner

1. Open the Device Manager. (link entire line to Open the Device Manager)
2. Click **Users**.
3. Click your device password or a user's device password and make your change.

If you are a user

1. Open the Device Manager. (link entire line to Open the Device Manager)

   The Settings page opens.
2. Place the cursor over your password and click the pencil icon.
3. Change your password.

Owner Administration

Your Personal Cloud has been configured with standard default settings. The Personal Cloud owner can modify the settings, such as the device name, time zone, and the services used.

Open the Device Manager

1. Access your Personal Cloud.
   - PC—In Windows or File Explorer under **Networks**, click **PersonalCloud**.
   - Mac—In Finder under **Shared**, click **PersonalCloud**.
2. Double-click the **Public** folder on the right side, and then double-click **Personal Cloud**.
3. Sign in with your username and password.
4. Click **Device Manager**.

LED Behavior

Your Personal Cloud LED is on the top of your device. When your device is starting up, the LED blinks white. When the LED is solid white, your Personal Cloud is ready to access over your Wi-Fi network.

If you reset your device, the LED begins blinking red, and then blinks white.

Personalize your Personal Cloud

You can personalize your device by changing its name, the language, time zone, and more.

Note: Changing the device name does not affect local or remote access.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Settings** and make your changes.

   You can change settings that have an on and off button or display a pencil icon when you place the cursor over the setting. Click the pencil icon to make a change.

   Note: If you want to change the time zone, and you have enabled Synchronization, turn it off before changing the time zone and then turn it back on.

Reset your Personal Cloud

You can reset your device. A reset is not data-destructive. Performing these steps resets the network settings and requires you to go through the initial setup process again.

The reset button is inside the casing on the back of your Personal Cloud.

1. Power off your Personal Cloud using the power button on the back of the device.
2. Wait approximately 15 seconds.
3. Power on your Personal Cloud.
4. Wait for the LED on the top of the device to show a steady, non-blinking white light.
5. Insert a paper clip or slim object into the hole on the back of your Personal Cloud and press down the reset button for approximately 10 seconds.
6. Wait for the LED on the top of the device to show a steady, non-blinking white light.
7. Set up your device.

Changing Device Services

Your Personal Cloud is preconfigured with many services that allow you to stream to a TV, use iTunes, download and upload files to your computer, and manage remote access.

Start and stop a service

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Services**.
3. Move the cursor over the service until the Edit button appears on the right.
4. Click **Edit** and select **Start** or **Stop**.

Re-index a media service

If media files appear to be missing from your media service, you can re-index the service to take an inventory of available multimedia files.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Services**.
3. Move the cursor over a media service until the Edit button appears on the right.
4. Click **Edit** and select **Re-index**.

Control remote access for all users

By default, anyone with a Seagate Access account on your Personal Cloud can access content on the storage drive while away from home. You can disable this ability for all accounts. If you want to disable this ability for a specific user, see Manage remote access for an existing user. Link “Manage remote access for an existing user” to Manage remote access for an existing user.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Services**.
3. Move the cursor over Sdrive until the Edit button appears on the right.
4. Click **Edit** and select **Enable remote access** or **Disable remote access**.

   A green circle indicates that the service is enabled.

Conserve power usage

You can save energy by turning off hard drives and powering off your device after a specified interval of inactivity. When you turn off the hard drive, it still remains active to receive network commands from other devices.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Power**.
3. To turn the hard drive off after a specified interval, select a value from the pull-down menu.
4. To turn power saving mode on or off, slide the button.

Connect your device to an uninterruptible power source

Connecting your Personal Cloud to an uninterruptible power source (UPS) ensures a continuous power supply.

1. Confirm that no one is accessing your Personal Cloud and power it off.
2. Connect a supported UPS device to a USB port on your Personal Cloud.

   Note: If you plan to often copy data from an external device to your Personal Cloud 2-Bay, you might want to connect the UPS to the USB 2.0 port on our device. The USB 3.0 port provides greater transfer speeds.
3. Power on your Personal Cloud.
1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Power**.

   If your UPS device information does not display in the UPS management section, click **Add a network UPS server** and select your UPS type from the pull-down menu.
3. Set the battery threshold level.

   If your Personal Cloud reaches the threshold, it will automatically enter stand-by mode.

The UPS's status is provided within UPS Management:

—The power cable is supplying power.

—The power cable is not supplying power.

Important: Seagate cannot guarantee that all UPS devices are compatible with your Personal Cloud UPS management.

Notifications

You can monitor device activities, such as when a user was added and when the drive synchronized.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Notifications**.

   You can filter notifications based on warning, errors, or show all notifications. You can also download the system log.

Storage usage

You can check how much storage is available on your Personal Cloud and format your drive.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Network drive**.

   The capacity of the drive displays.

You can also format your drive.

Important: Formatting your drive erases all data. Before formatting the drive, back up your data to another drive.

Network Settings

Usually, you do not need to change your Personal Cloud network settings. If you are having issues with network connectivity, changing the settings might solve the problem.

Note: Changing network settings requires some understanding of networking and your specific setup.

Change the IP configuration

By default, the IP configuration uses DHCP, a standard networking protocol that dynamically selects IP addresses for interfaces and services.

If you are having issues with network connectivity, you might want to use a fixed IP address.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Network**.
3. On the Connections tab, click **Edit**.
4. Click either the **IPv4** or **IPv6** tab.

   Note: Not all devices support IPv6. Go to test-ipv6.com to determine if IPv6 is supported.

5. (IPv4). Select **Manual** or **Automatic (DHCP)** from the pull-down menu, and then click **Save**.
6. (IPv6). Select an option from the pull-down menu, and then click **Save**.

Configure a proxy server

A proxy server acts as an intermediary between computers and the Internet. It allows the computers on your network to make indirect network connections to other network services. Using a proxy server:

- Speeds up Internet surfing
- Hides the IP address of a computer so that you can surf anonymously
- Bypasses security restrictions and filters to access blocked websites easily

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Network**.
3. On the Proxy tab, select **Proxy server** in the drop-down menu.
4. Enter the proxy server address and the name and password if authentication is required.
5. Click **Apply**.

Configure port forwarding

Port forwarding makes your computer on your network accessible to computers on the Internet, even though your computers are behind a router. Automatic port forwarding is enabled by default, and the port numbers are the same for your Personal Cloud and router ports.

If you need to change the router port number for services, confirm that the ports are available on your router. Additionally, you must confirm that your router is compatible with UPnP-IGD/NAT-PMP protocols. See your router's user manual for details.

1. Open the Device Manager. Link the entire line to Open the Device Manager
2. Click **Show advanced settings**, and then click **Network**.

3. On the Port Forwarding tab, move the cursor over the service until the Edit button appears on the right.
4. Click **Edit**, and then click **Enable**.

Appendix A: Compliance and Safety

Regulatory Compliance

FCC DECLARATION OF CONFORMANCE

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Class A Information

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IMPORTANT NOTE: FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Note to US model owner: To comply with US FCC regulation, the country selection function has been completely removed from all US models. The above function is for non-US models only.

Industry Canada

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

IMPORTANT NOTE for mobile device use

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

NOTE IMPORTANTE pour l'utilisation de dispositifs mobiles

Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Europe - EU Declaration of Conformity

This device complies with the essential requirements of the EMC Directive 2004/108/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the EMC Directive 2004/108/EC:

- EN 60950-1:2006/AC:2011: Information technology equipment - Safety - Part 1: General requirements
- EN 55022: 2010/AC:2011: Information technology equipment - Radio disturbance characteristics
- Limits and methods of measurement
- EN 55024: 2010: Information technology equipment - Immunity characteristics - Limits and methods of measurement

Česky [Czech]	Seagate tímto prohlašuje že tento Desktop NAS je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2004/5/ES.
Dansk [Danish]	Undertegnede Seagate erklærer herved at følgende udstyr Desktop NAS overholder de væsentlige krav og øvrige relevante krav i direktiv 2004/5/EF.
Deutsch [German]	Hiermit erklärt Seagate, dass sich das Gerät Desktop NAS in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2004/5/EG befindet.
Eesti [Estonian]	Käesolevaga kinnitab Seagate seadme Desktop NAS vastavust direktiivi 2004/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
English	Hereby, Seagate, declares that this Desktop NAS is in compliance with the essential requirements and other relevant provisions of Directive 2004/5/EC.

Español [Spanish]	Por medio de la presente Seagate declara que el Desktop NAS cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2004/5/CE.
Ελληνική [Greek]	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Seagate ΔΗΛΩΝΕΙ ΟΤΙ Desktop NAS ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2004/5/ΕΚ.
Français [French]	Par la présente Seagate déclare que l'appareil Desktop NAS est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2004/5/CE.
Italiano [Italian]	Con la presente Seagate dichiara che questo Desktop NAS è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2004/5/CE.
Latviski [Latvian]	Ar šo Seagate deklarē, ka Desktop NAS atbilst Direktīvas 2004/104/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lietuvių [Lithuanian]	Šiuo Seagate deklaruoja, kad šis Desktop NAS atitinka esminius reikalavimus ir kitas 2004/104/EB Direktyvos nuostatas.
Nederlands [Dutch]	Hierbij verklaart Seagate dat het toestel Desktop NAS in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2004/104/EG.
Malti [Maltese]	Hawnhekk, Seagate, jiddikjara li dan Desktop NAS jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 2004/104/EC.
Magyar [Hungarian]	Alulírott, Seagate nyilatkozom, hogy a Desktop NAS megfelel a vonatkozó alapvetõ követelményeknek és az 2004/104/EC irányelv egyéb elõírásainak.
Polski [Polish]	Niniejszym Seagate oświadcza, że Desktop NAS jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2004/104/EC.

Português [Portuguese]	Seagate declara que este Desktop NAS está conforme com os requisitos essenciais e outras disposições da Directiva 2004/104/CE.
Slovensko [Slovenian]	Seagate izjavlja, da je ta Desktop NAS v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2004/104/ES.
Slovensky [Slovak]	Seagate týmto vyhlasuje, že Desktop NAS spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2004/104/ES.
Suomi [Finnish]	Seagate vakuuttaa täten että Desktop NAS tyyppinen laite on direktiivin 2004/104/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska [Swedish]	Härmed intygar Seagate att denna Desktop NAS står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2004/104/EG.

Safety Guidelines

Important: Refer to **Warranty** before performing any hardware repairs or maintenance that is not described in this manual. Link Warranty to http://www.seagate.com/support/warranty-and-replacements/limited-consumer-warranty

Power Source

Caution: **Use the product with the provided power supply only.**

Note: To protect your data, always follow the safe removal procedures for your operating system when disconnecting your product.

Safety Handling

To comply with applicable safety, emission, and thermal requirements, install all drives and empty drive trays according to the instructions in Hardware Maintenance. Link “Hardware Maintenance” to Hardware Maintenance chapter

Permanently unplug the unit if you think that it has become damaged in any way.

You must shut down and disconnect power from the Personal Cloud before maintenance or physical troubleshooting is performed on the device.

Shut down and unplug the unit before moving it.

Safety

Power Supply

The Personal Cloud must only be operated from a power supply input voltage range of 100 - 240 VAC, 50 to 60 Hz.

The drive's power supply is not serviceable or replaceable. If Seagate technical support has determined that the power supply is faulty or has failed and the unit is under warranty, return the Personal Cloud to Seagate per the instructions provided by the Seagate technician.

Environment

Make sure that the electrical connection to the power cord is grounded.

Provide a suitable power source with electrical overload protection to meet the requirements of the technical specification.

Never expose your device to rain, use it near water, or use it in damp or wet conditions. Never place objects containing liquids on the enclosure, because liquid could spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire, or personal injury.

Always unplug the device from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time.

Do not use the Personal Cloud as a shelf to support any other object.

Personal Cloud Placement

Place your Personal Cloud on a surface that is capable of supporting its weight, including the hard drives and accessories attached to the Personal Cloud ports. Make sure the Personal Cloud is placed securely and cannot tip or be pushed over. Do not stack items on it. Doing so can prevent proper airflow and affect operation.

The maximum ambient temperature during operation is 40°C or 104°F.

The power connection must have a safe electrical distribution system and provide overcurrent protection.

The power supply unit has a ground leakage current of 3.5mA. The design of the electrical distribution system must take into consideration the total ground leakage current from all the power supplies in all the units.

Data Security

Any loss, corruption, or destruction of data while using a Seagate hard drive or a hard drive system is the sole responsibility of the user. Under no circumstances will Seagate be held liable for the recovery or restoration of this data. To help prevent the loss of your data, Seagate highly recommends that you keep TWO copies of your data: one copy on your Personal Cloud, and a second copy on one of the following:

- Direct-attached storage (DAS)
- Another NAS device
- Cloud storage
- Some form of removable storage or archival media

Important: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. After the drive is formatted, the available storage capacity varies depending on your operating environment (typically 10%-15% less).